

NATIONAL NETWORK OF LIBRARIES OF MEDICINE  
PACIFIC SOUTHWEST REGION (REGION 7)

Pacific Southwest Regional Medical Library (PSRML)

Quarterly Progress Report  
**November 2002 – January 2003**

University of California, Los Angeles  
Contract No. N01-LM-1-3517

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**Quarterly Progress Report**  
**Pacific Southwest Regional Medical Library (PSRML)**  
**National Network of Libraries of Medicine, Pacific Southwest Region**  
**November 2002 – January 2003**

At the end of December 2002, Alison Bunting, PSRML Director, retired from UCLA after 32 years of service. The November/December issue of *Latitudes* opened with a farewell message from Alison.

**A. NETWORK PROGRAMS**

1. Providing health professionals with a basic level of information services
  - Two major Los Angeles County health facilities closed during this quarter, Rancho Los Amigos National Rehabilitation Center in Downey, California, and High Desert Hospital in Lancaster, California.
  - Loansome Doc service is offered by 206 libraries in the Pacific Southwest Region.
2. Assessing the needs of health science libraries
  - During this quarter, we received many questions from network members about LinkOut, including how to sign up, how to get icons, how to enter data, etc. We also had one corporate library member, a non-DOCLINE library (thus with no SERHOLD holdings) ask if it is possible to participate in LinkOut to print holdings. We referred this question to the LinkOut team.
  - We learned that four network members, including one of our resource libraries, is involved in the divine/RoweCom situation. In two of these situations, the hospital library did not yet know about the matter, and the staff were glad to learn of Medical Library Association support efforts.
  - We assisted an integrated library systems vendor with locating SERHOLD documentation on the NLM web site; this vendor wants to assist libraries to import and convert SERHOLD holdings.
  - We responded to a network librarian dilemma regarding identical journal titles where PubMed indexed only one title.
  - Kay Deeney visited the Arizona State University Science Library in Tempe, Arizona while doing a digital reference class there.

The following videotapes and audiotapes circulated to network members during the quarter:  
Videotapes/CD-ROMs/DVDs:

*MLA: Sync or Swim: Managing the Flood of PDAs in Health Care -- 7*  
*Copyright in the New Millennium: The Impact of Recent Changes to U.S. Copyright Law -- 1*  
*Children's Environmental Health Resources -- 2*  
*CDC Clinical Diagnosis and Management of Anthrax - Lessons Learned -- 1*

*CDC Anthrax: What Every Clinician Should Know, Part I -- 1*  
*Primary Medicine Today (West) Annual Meeting, Keynote Lecture:  
What is Important About Evidence Based Medicine? -- 2*  
*Principles of Public Health (Series): History of Public Health -- 1*  
*Anthrax: What Every Clinician Should Know, Part II -- 1*  
*Breath of Life: NLM: Breath of Life, The History of Asthma -- 1*

*Audiocassettes:*

*Medical Library Association 2002 Annual Meeting and Exhibit --7*

### 3. Managing the NN/LM Network membership program for the region

- PSRML filled **102** requests from network members for NLM promotional items. Over the course of the quarter, PSRML filled and mailed out a total of **6,957** items NLM and NN/LM promotional items including: Guides to NIH HIV/AIDS Information Services; Health Hotlines Booklets, MEDLINEplus Bookmarks, MEDLINEplus and NLM Pens, MEDLINEplus Posters and PSRML mouse pads.
- According to DOCUSER, Region 7 has a total of 640 network members: 234 affiliate and 406 full members. Three affiliate members joined the Pacific Southwest Region: Fresh Start Women's Foundation, Glendale Public Library, and Hawaii State Public Library System (including the main library and 50 branches). One full member library joined the Pacific Southwest Region: Kaiser Permanente Medical Center--Arden Annex (CAUJBS).
- Mark C. Kelly, Pacifica Graduate Institute, Carpinteria, CA, and Cheryl Warren, Valley Care Health Library, Pleasonton, CA, received PSRML Professional Development Awards.

### 4. Implementing the Regional Document Delivery Plan

- DOCLINE statistics for the Pacific Southwest Region are:
  - 377 SERHOLD contributors
  - There are no pending DOCLINE applications.
  - One library, Kaiser Permanente Medical Center--Arden Annex (CAUJBS), joined the Network and is participating in DOCLINE this quarter.
  - 406 DOCLINE libraries; 29 of these are Borrow-only libraries.
  - 111 DOCLINE routing table approvals were completed at PSRML during the quarter.
  - Nine DOCLINE orientations were performed via telephone during the quarter, which took a total of 6.5 hours.
  - Twenty-eight library groups, including those that are cross-regional, are recognized in the DOCLINE system.
  - PSRML received and processed 89 requests for DOCLINE holds during the quarter.
  - Two libraries were added to the FreeShare Library Group in DOCLINE during the quarter, for a total of 88 FreeShare library group members in this region.

The following chart shows DOCLINE participation in the Pacific Southwest Region:

<i>Location</i>	<i>SERHOLD Contributors</i>	<i>Borrow-Only DOCLINE</i>	<i>Total Participants</i>
Arizona	40	7	47
California	302	19	321
Hawaii	16	1	17
Nevada	14	2	16
Pacific Basin	5	0	5
Regional Total	377	29	406

5. Meeting responsibilities of Resource Libraries and the RML

- The year 03 contract budget, regional objectives, and narrative outreach plan for NN/LM, Pacific Southwest Region, were submitted to the National Library of Medicine.

6. Establishing and maintaining communications

- During the quarter, approximately 38 postings were sent to RMLRG7-L, PSRML's email announcement list. Updates to RMLRG7-L were as follows:
  - 31 additions to the list
  - 24 deletions from the list
- PSRML web usage summary statistics are:

<b>Month</b>	<b>Visits</b>	<b>Page Views</b>
November 2002	7,836	66,965
December 2002	6,253	41,343
January 2003	7,712	42,735

The months of November 2002 – January 2003 saw an overall increase in visits and page requests. More detailed statistics can be found at: <https://staff.nlm.gov/usage/psr/>.

- Michael Miller continues to work on the *Partners in Information Access for the Public Health* website<sup>1</sup> redesign team. As of January 2003 usability tests were still being conducted. The team expects these tests to be completed by the end of January. February will be spent making changes and preparing for a full report to the Partners organizations in March.
- We completely revised the Document Delivery page and Copyright page of the PSRML web site.

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<sup>1</sup> <http://phpartners.org/>

- We continued to promote EFTS in the Pacific Southwest Region. We developed a chart of PSR member participation in EFTS and posted this on the PSRML web site; we developed an EFTS Tip Sheet to assist the members of the EFTS Pilot Program of the Medical Library Group of Southern California and Arizona; and we prepared an EFTS FAQ for our web site.<sup>2</sup>
- Julie Kwan participated in an EFTS teleconference on November 25, 2002. It was a great opportunity to work with other network coordinators to make recommendations for improving the EFTS system. We have been delighted that EFTS has been able to implement so many of our suggestions.
- Julie Kwan attended a meeting of the Advisory Council of the Medical Library Group of Southern California and Arizona on January 17, 2003, to discuss EFTS, to encourage greater participation, and to identify and overcome barriers to participation.
- On January 30, 2003, Julie Kwan gave a presentation about EFTS to the Northern California and Nevada Medical Library Group. She was accompanied by two network members. Norman Huckle, Document Delivery Supervisor, Savitt Medical Library, University of Nevada, Reno, gave a lively presentation showing the resource library perspective. Mary Ann Zaremska, St. Francis Memorial Hospital, San Francisco, gave a compelling story from the hospital library perspective. The meeting also included a panel presentation by network members on electronic document delivery. The meeting was very well attended; forty-five people registered for the meeting.
- At the end of this quarter, 15 libraries in the Pacific Southwest are participating in EFTS. This includes four of our 12 resource libraries.
- Julie Kwan met with the electronic licensing coordinator of the California Digital Library in Oakland, California, to gain a better understanding of the changes to electronic resource license agreements and the impact of these changing agreements on DOCLINE and interlibrary loan practices and policies in the National Network of Libraries of Medicine. The University of California has been able to get agreement from some publishers on allowing interlibrary loan from electronic journals but, when interlibrary loan is allowed, it frequently requires that a print copy from the electronic version be sent via postal mail or fax, and not sent electronically. Other limitations include lending only to academic and/or nonprofit libraries and disallowing loans to individuals.
- Two issues of *Latitudes* were published during this quarter. The November-December 2002 issue highlighted Alison Bunting's retirement, the launch of MEDLINEplus en español, EFTS, outreach awards, and network member contributions to library school internships. The January-February issue included our first resource library's experience with EFTS, a teleconference on the USA Patriot Act, LinkOut to SERHOLD, community outreach, update on NLM consumer resources, health digital reference, HIV/AIDS Information Summit, and electronic licensing issues and interlibrary loan.

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<sup>2</sup> <http://nnlm.gov/psr/efts.html>

- We applied for an ISSN for *Latitudes* at the recommendation of UCLA's CONSER cataloging staff.
  - PSRML staff participated in NN/LM teleconferences, including the all-RML (ToxNet), Tribal Connections, Multilingual Materials Working Group, DOCLINE, outreach, consumer health, and budget meetings.
7. Consulting with the Regional Advisory Committee
- Regional Advisory Committee members were invited to comment on the proposed logic models for evaluation of outreach to public libraries and the public health workforce.
8. Monitoring and evaluating programs
- PSRML staff attended the NOMC outreach reporting form training session on January 29, 2000 and provided feedback to the NOMC on the design and functionality of the OAFF.
9. Obtaining feedback from users and recommending ways of improving information access
- PSRML publicized Tox Town to network members and received feedback from a UCLA School of Public Health class.
  - Feedback gathered during regional network visits and electronic communications, as well as exhibits, training, and other outreach contact. Recommendations were forwarded as appropriate/.
10. Providing a computer-equipped training facility
- The PSRML Training facility was used by the following groups: The National Training Center and Clearinghouse (NTCC); UCLA School of Medicine, Dean's Office; UCLA School of Medicine, Pharmacology Department; UCLA Biomedical Library staff, and PSRML staff.
11. Conducting or participating in needs assessments and testing of NLM and NN/LM products and services
- Alan Carr compiled PSRML feedback for the online outreach reporting form test, and submitted the final report to NOMC on December 6, 2002.
  - PSRML staff participated in testing the NLM's Outreach and Consumer Health Database from December 23, 2002 – January 10, 2003, and submitted feedback by the January 24 deadline.
12. NLM-sponsored grants
- PSRML consulted with network members on NLM grant applications.
13. Following up on NLM funded grants in the region
- Outreach Subcontracts

An overview of project accomplishments appears here, and complete quarterly reports from subcontractors are included in **Appendix C**. The following also summarizes the activities completed as part of the RML contract.

- **Access to Health Information for Arizona's Tribal Nations** – Activity for the first quarter of the project (July 1-September 30, 2002) focused on Arizona Health Sciences Library identifying and contacting key players among the tribes in Arizona, and on the University of Arizona campus. Models/potential projects were developed from which the tribal leaders could select during the six months planning period of the project.

Total Training/Demonstrations:	<b>1</b>
Total sessions of participants were 50% ≥ minorities:	<b>1</b>
Total Participants:	<b>10</b>
Health Care Service Provider	<b>10</b>
Health Sciences library staff Member	<b>0</b>
Public /other library staff member	<b>0</b>
General public	<b>0</b>

- **Salt River Pima-Maricopa Indian Community Health Information – Scottsdale Healthcare**

No activity reported for this subcontract.

Total Training/Demonstrations:	<b>NA</b>
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- **Petaluma Health Information Access – Redwood Health Library**  
The first Spanish-language program was distributed and aired. It is entitled *Tomando Control*, and is a class for patients with chronic diseases. Subcontractor Eris Weaver also collaborated with instructors of English as a Second Language (ESL) at a local adult school, and successfully scheduled library presentations to classes.

Total Training/Demonstrations:	<b>NA</b>
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- **Bay Area Health Information Outreach – California Pacific Medical Center**  
Following the initial training session in October, 2002, subcontractor Doug Varner gave another hands-on presentation to librarians at the San Jose Public Library, in coordination with the Golden Gateway Library Network, on January 23, 2003. The session and course materials were well received.

Total Training/Demonstrations:	<b>2</b>
Total sessions of participants were 50% ≥ minorities:	<b>NA</b>
Total Participants:	<b>18</b>
Health Care Service Provider	<b>NA</b>
Health Sciences library staff Member	<b>NA</b>
Public /other library staff member	<b>NA</b>
General public	<b>NA</b>

- **San Fernando Health Information Outreach – Olive View/UCLA Medical Center**

Subcontractor Marsha Kmec collaborated with Marcia Henry, reference librarian at the Oviatt Library at California State University, Northridge, to assess the information needs of the university librarians regarding health information. Subsequently, two training sessions focusing on MEDLINEplus were conducted at the Oviatt Library on November 19, 2002. In addition, MEDLINEplus training was offered at the central Los Angeles Public Library on December 10, 2002, and at the Wellness Center in Pasadena, CA, on January 7, 2003.

Total Training/Demonstrations:	<b>2</b>
Total sessions of participants were 50% ≥ minorities:	<b>NA</b>
Total Participants:	<b>18</b>
Health Care Service Provider	<b>NA</b>
Health Sciences library staff Member	<b>NA</b>
Public /other library staff member	<b>NA</b>
General public	<b>NA</b>

- **Handhelds in Healthcare Fair – Arizona Health Sciences Library**

This subcontract was completed in one quarter. Two events were held, on November 20 and 21, 2002, at the Arizona Health Sciences Library in Tucson, and at the University of Arizona Phoenix Campus, which provides academic support for third and fourth year College of Medicine students. A number of hardware and software vendors were showcased at the fairs, which targeted primarily health sciences students and also clinical faculty at the Phoenix campus. The fairs were very successful, and attracted several hundred attendees.

Total Training/Demonstrations:	<b>2</b>
Total sessions of participants were 50% ≥ minorities:	<b>0</b>
Total Participants:	<b>178</b>
Health Care Service Provider	<b>NA</b>
Health Sciences library staff Member	<b>NA</b>
Public /other library staff member	<b>NA</b>
General public	<b>NA</b>

- **Outreach to Consumers in Contra Costa County – Degnan Medical Library**

The implementation of this subcontract was slightly delayed, because administrative approval had to be obtained from the Contra Costa County Board of Supervisors. Subcontractor Sally Chu spent most of the quarter preparing to teach MEDLINEplus to librarians and other interested staff from the Contra Costa County Library system. The first training session was held on January 16, 2003, and four public librarians attended.

Total Training/Demonstrations:	<b>1</b>
Total sessions of participants were 50% ≥ minorities:	<b>NA</b>
Total Participants:	<b>4</b>
Health Care Service Provider	<b>0</b>
Health Sciences library staff Member	<b>0</b>
Public /other library staff member	<b>4</b>
General public	<b>0</b>

- **Health Literacy and Information and Referral Resource Awareness – Marshall Medical Community Health Library**

During this quarter, the library moved to a new location. Four training presentations were given, with a total attendance of 11 people. The sessions focused on MEDLINEplus, PubMed, and health information resources on the Community Health Library's website.

Total Training/Demonstrations:	<b>4</b>
Total sessions of participants were 50% ≥ minorities:	<b>1</b>
Total Participants:	<b>4</b>
Health Care Service Provider	<b>NA</b>
Health Sciences library staff Member	<b>NA</b>
Public /other library staff member	<b>NA</b>
General public	<b>NA</b>

- **Assessing Potential of Handheld Computing Applications in Public Health – Savitt Medical Library, University of Nevada**

This subcontract was signed on October 1, 2002, but implementation was delayed until December 1, 2002. Subcontractor Terry Henner developed and distributed a survey instrument to public health personnel in the Washoe (Reno) and Clark (Las Vegas) County Health Departments, to gather baseline data on PDA usage. Terry also met with key personnel in both county health departments to plan for the initial phase of the project.

Total Training/Demonstrations:	<b>NA</b>
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## **B. OUTREACH PROGRAMS**

- Elaine Graham and two regional network reviewers, Craig Haynes and Patrick Cochran, participated in the NN/LM outreach proposal review session on November 14, 2002, in Chicago, IL.
- As requested by the National Network Office, PSRML provided outreach activity data for May 1, 2001 – October 31, 2002, using the supplied spreadsheet template (submitted December 13, 2002).
- The following summarizes the activities completed as part of the RML contract.

Total Training/Demonstrations:	<b>8</b>
Total sessions of participants were 50% ≥ minorities:	<b>2</b>
Total Participants:	<b>193</b>
Health Care Service Provider	<b>66</b>
Health Sciences library staff Member	<b>47</b>
Public /other library staff member	<b>9</b>

## 1. Outreach to Health Professionals

- Kay Deeney attended the Western Migrant Stream Forum held in Mesa, Arizona and presented a poster, entitled, "MEDLINEplus for Migrant Farm Workers: Implications for Health Care Providers," on January 31, 2003<sup>3</sup>. Poster is presented in **Appendix B**.
- Alan Carr worked with Carri Casteel from the Southern CA Injury Prevention Center, to develop an Internet resources training session for members of the Violence Prevention Coalition of Greater Los Angeles. The workshop will be held on February 25, 2003.
- Alan coordinated and promoted the January 31, 2003 satellite broadcast of Public Health Grand Rounds, "Wired Communities: Putting the "e" in Public Health." He also participated in the post-program online discussion forum.
- Alan continued planning for the HIV/AIDS Information Summit which will be held on March 19, 2003. He held two teleconferences with the Steering Committee on January 21 and 31. He publicized the program and distributed the program flyer in December, 2002.<sup>4</sup> Alan answered inquiries regarding the Summit, and reviewed applications from potential participants and financial aid requests. He recruited facilitators and recorders for the breakout sessions, and added a series of panelists to the program to provide more structure to the meeting.
- Julie Kwan presented a lecture "Keeping Current with the Literature" to EPI 411: Research Resources in Epidemiology, UCLA School of Public Health, December 4, 2002.
- Julie Kwan served as a member of the Public Health Outreach Evaluation Task Force.
- Elaine Graham attended a meeting on refugee health information in Chicago, IL, December 5, 2002. The meeting was convened by the NLM Office of Outreach and Special Populations, Division of Specialized Information Services; in attendance were several NN/LM associate directors and representatives of state refugee and immigrant health programs in Illinois, Texas, California, and Massachusetts.

## 2. Consumer Health Information Services

- Heidi Sandstrom attended the Turning Point Training Workgroup/Public Health Information Centers meeting in Phoenix, AZ on November 25. The workgroup discussed plans for developing training resources for public libraries and public health departments.
- On November 25, Heidi Sandstrom also met with and provided information on NN/LM programs and services/NLM resources to Sandra Duke-Lowe, Executive Director of Fresh Start Women's Foundation. Fresh Start Women's Foundation is an organization dedicated to supporting women in need, seeking self-sufficiency. According to the

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<sup>3</sup> [http://nnlm.gov/psr/pdf/migrant\\_poster.pdf](http://nnlm.gov/psr/pdf/migrant_poster.pdf)

<sup>4</sup> [http://nnlm.gov/psr/aids\\_summit.html](http://nnlm.gov/psr/aids_summit.html)

website<sup>5</sup> “... 500,000 women right here in Arizona are struggling to achieve self-sufficiency, and that number is escalating at an alarming rate. These are women who, often through no fault of their own, have become the sole supporters of their families as a result of one of *eight D's: death, divorce, domestic violence, desertion, disability, disease, drugs or downsizing.*” “Healthy Living” is one of Fresh Start’s guiding principles; it states, “We believe women need to have available information and options, enabling them to make sound, enriching decisions regarding their health.” Health information is provided by the newly opened library at the Fresh Start Women’s Resource Center. The library is a computer-equipped, Internet-accessible lending library with books and tapes. Heidi also met briefly with the librarian there, and supplied her with NN/LM and NLM information. The Women’s Resource Library of the Foundation joined the Network this quarter.

- On November 26, Heidi Sandstrom met with Mary Lou Goldstein at one of the Scottsdale Healthcare libraries in Scottsdale, Arizona, to discuss a training opportunity with public libraries in the community. Materials were given to Ms. Goldstein, who will follow-up with a meeting with the director of the Scottsdale Public Library system to discuss health information access training for library staff. Heidi Sandstrom met with April Cunningham on December 9 to discuss her internship project for Winter and Spring quarters 2003. On the same day, she also met with Randy Ahn, UCLA Biomedical Library reference librarian, about (1) conducting a training session for middle school students on finding and evaluating health information and (2) ways to improve access to consumer health information resources on the UCLA Biomedical Library website.
- Heidi Sandstrom and Kay Deeney attended the Los Angeles Computer Society General Meeting in Westchester, CA on January 14, 2003. Garred Sexton, retired electronics technician and physician spoke about “Finding Medical Information on the Internet.” Heidi and Kay gave out MEDLINEplus bookmarks and pens
- Kay Deeney and Siobhan Blackwell from NN/LM Midcontinental Region (MCR) submitted a proposal for a talk on MEDLINEplus en español at the Nevada Library Association/Reforma/Mountain Plains Library Association Conference in November, 2003.
- As a follow-up to a telephone consultation, Heidi Sandstrom visited with Anne Staunton at the Venice Family Clinic (VFC), Venice, CA. Unlike provider organizations whose practices are constrained by reimbursement considerations, VFC seems better able to integrate services around the needs of the patient population. For instance, they conduct an “exit interview” with the patient at one locale, where they address all the follow-up action needed (i.e. prescriptions, next appointments, self-care activities required, what to do “if”, etc.) Heidi saw the patient education handouts, mostly developed in-house; Anne suspects that they may not be used much, and was interested in the patient education resources available on MEDLINEplus. VFC intends to apply for NLM extramural funding that will support the installation of patient information kiosks in clinic waiting rooms.

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<sup>5</sup> <http://www.fswf.org/main/index.asp>

- PSRML provided survey suggestions to the evaluation consultant on the NexCare Collaborative Los Angeles County parents' warmline project.
- Heidi Sandstrom traveled to San Jose, CA on January 23-24 to meet with the staff of Vision Literacy<sup>6</sup> PlaneTree Health Library, and the Santa Clara Valley Medical Center. Vision Literacy, formerly the Santa Clara County Library Reading Program, is dedicated to improving the community by helping adults improve their literacy skills. Heidi also visited the Community Learning Center (CLC), North County, located in the farming community of Gilroy, CA. CLC is an innovative partnership between Vision Literacy, PlaneTree Health Library, and Santa Clara Valley Medical Center. Heidi consulted with the staff about health literacy and NN/LM funding opportunities.
- Heidi Sandstrom and April Cunningham visited the Santa Monica Public Library, Fairview Branch on January 28, 2003, to meet with the staff about conducting an internship project, and to assess the adequacy of the training room at the site.

### 3. Training to Support Electronic Access to Health Information

- Heidi Sandstrom presented the Consumer Health Information Workshop for nine main library and branch staff of the Los Angeles Public Library, November 13, 2002.
- On November 15, Heidi Sandstrom gave a presentation at the 25 Arizona County Librarians on NLM resources, and on the NN/LM Pacific Southwest Region and its services.
- Heidi Sandstrom presented *Online Resources for Healthcare Interpreters* to about 60 members of the Los Angeles Area Chapter of the California Healthcare Interpreters Association on January 18, 2003<sup>7</sup>. However, only 45 members completed the OARF.

### 4. Exhibits and Presentations at Meetings

- Kay worked on Exhibit Manual with Toni Yancey of the Southeast Atlantic Region.
- PSRML provided the National Network Office with suggested exhibit venues for 2003/2004.
- PSRML exhibited at the following exhibits. Full reports and budgets are in **Appendix A**:
  - Latino Book and Family Festival, Los Angeles, CA, November 2-3, 2002. We shared the booth space with members of the Los Angeles chapter of REFORMA; having the bilingual English-Spanish speaking librarians as partners greatly enhanced the impact of the MEDLINEplus en español demonstrations.
  - National Congress of American Indians, San Diego, CA, November 10-15, 2002; our volunteer was Pat Auflick.

<sup>6</sup> <http://www.visionliteracy.org/>

<sup>7</sup> <http://nnlm.gov/psr/pdf/orhi.pdf>

<sup>7</sup> <http://nnlm.gov/psr/pdf/orhi.ppt>

- PSRML recruited three network librarian volunteers for the National Library of Medicine exhibit at the American Medical Writers' Association Conference, October 31-November 2, 2002.

## 5. Technology Awareness and Integration

- With 24/7 Reference librarians and staff, PSRML sponsored two training sessions in the digital reference software for the Medical Digital Reference Project (MDRP) in Tempe, Arizona, and Loma Linda, California. Altogether 19 librarians were trained, bringing our number of librarians trained to cover medical digital reference up to 33. Digital librarians are able to cover 8 am to 5 pm Pacific Time. Librarians trained will provide at least two hours a week covering digital reference service to public librarians and other subscribers of the 24/7 digital reference service. MDRP librarians continued to test the software and their skills. MCLS and ASKERIC librarians referred four calls to be answered by email. The MDRP program went live on December 2, 2002.
- Kay and Julie attended the UCLA Reference, Research, and Instructional Services Committee and the Information Literacy Initiative's Instructional Development Interest Group program demonstrating a Wireless Cart which holds 32 laptops and one wireless access point. There was discussion of the motorized cart, laptops, wireless access points, and implementation in rooms on the UCLA campus.

## 6. Connections

- No activity.

## 7. Library Improvement

- We are continuing to explore opportunities for library improvement projects. During the next quarter we will explore using MLA's Standards for Hospital Libraries for library improvement projects.

### **C. OTHER ACTIVITIES**

- Alan submitted a paper abstract related to the HIV/AIDS Information Summit for consideration at the American Public Health Association annual meeting to be held November, 2003.
- Kay attended Internet Librarian Conference in Palm Springs, held November 4-6, 2002, along with 25 network librarians, who took the opportunity to register for the conference at the group rate sponsored by PSRML.
- Heidi Sandstrom attended a class on PhotoShop, December 5, 2002.
- Elaine Graham attended the Association of Research Libraries satellite teleconference, "Safeguarding Our Patrons Privacy", December 11, 2002.
- Kay participated on a panel with a law librarian and an academic librarian about providing Medical Digital Reference Services for a Medical Library Group of Southern California and Arizona continuing education class on December 11, 2002 in Scottsdale, Arizona.
- PSRML hosted a visit from Natalie Kamper, NLM Associate Fellow, December 30, 2002.
- Heidi Sandstrom met with a Ph.D. student, Ming Ling, of the UCLA Graduate School of Education & Information Studies, about a potential internship opportunity at PSRML.
- In January, Heidi Sandstrom was invited by MLA to serve on its newly created Health Information Literacy Task Force 2003-2005<sup>8</sup>. She participated in its first conference call on January 22.
- Heidi Sandstrom attended a UCLA Biomedical Library class on January 30, 2003, to learn about using the Cambridge Scientific Abstracts Databases, including ERIC, PAIS, PsycINFO, and Sociological Abstracts.

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<sup>8</sup> <http://www.tfphil.mlanet.org/>